

# NETWORK MANAGER REPORT

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NOVEMBER 2002

SUBMITTED BY Winn McInnis, General Manager

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## OVERVIEW

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### Marketing/Operations

Continued development of Alabama Real Estate Commission, Department of Revenue, and Secretary of State applications, as well as creating our physical and team environment kept us very busy in November. New business opportunities present themselves every day and we are looking forward to meeting our aggressive goals for 2003.

Other highlights during the month were:

- Moving closer to implementation of batch and interactive MVRs with the Department of Public Safety. On November 11, we began the contacting DPS's current customers in order to notify them of the new service. AI provided application packets that contained all of the information necessary to guarantee a seamless conversion.
- Taking possession of our office space at the Business Center of Alabama on November the 18<sup>th</sup>, and having phones and furniture in place before the end of the week.
- Wrapping up development on another Department of Revenue application, sales and use tax payments.
- Meeting with Warren and Co., an Alabama company, which manages the administrative functions for five state boards, to discuss our services and look toward providing online licensure.
- Completing development of the Real Estate Commission's online certification service.
- Following up with our pipeline for new agency partnerships with the Alabama Administrative Office of Courts, State Banking Department, Board of Home Builders and the Board of Pardons and Paroles.
- Beginning discussions with the Surplus Property Division of ADECA regarding online surplus auctions.
- Considering a new logo for Alabama Interactive. Some examples are attached.

## **Development**

We are working closely with the Secretary of State to provide an online UCC filing application that will give SOS the ability to receive UCC filing data in an electronic format, thus saving SOS resources when processing the paper forms. This application is undergoing development to define the communication protocol between SOS and AI. We are also incorporating a few additional changes that SOS has requested.

The development team is also working on an application for the Real Estate Commission that will allow users to view and print license certifications via the web. This application is undergoing User Testing with plans for a go live date, 12/5/2002.

The development team is working with our corporate developers to create a DPS application that will allow users to submit interactive and batch MVR requests. The application will allow users to track their usage as well as provide a reporting mechanism for DPS to monitor the requests. The application will also have a billing module that will enable AI to invoice the customers using this service. We are currently undergoing User Testing with this application.

We are working with the Department of Revenue to provide an online Income Tax Lookup application. This application will give Alabama citizens the ability to check on their income tax status. The application will interface with the Department of Revenue's mainframe to access the income tax records. We are currently working to receive access to the Department of Revenue's test system.

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## PROJECT REPORT

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### COMPLETED!

Application	Agency	Description	Status
Renewal of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to renew their license online. They can also change their address and personal information.	This application is complete and in production.
Reactivation of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to reactivate their license online.	This application is complete and in production.
Reinstatement of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to reinstate their license online.	This application is complete and in production.
Renewal of Real Estate Licenses	Alabama Real Estate Commission	This application allows for the renewal of licenses online by real estate agents, realtors and brokers.	This application is complete and in production.
Tax Filing-	Department of Revenue	This application will allow citizens and businesses to file and pay taxes online.	Finishing development of last two tax forms and getting ready for testing.
UCC (Uniform Commercial Code) Filings	Alabama Secretary of State	This application allows business entities to file their UCC filings with the Secretary of State through the Internet. The application will accept credit card payment of the filing fee and automatically calculate the appropriate charge.	This application is complete and is currently in testing. Production date is scheduled for December.
Payment Portal Merchant Service Agreement	Secretary of State	This will allow SOS to use our Merchant Service Agreement and Payment Portal to accept and transfer funds.	This application is complete and in production.

## IN DEVELOPMENT . . .

Application	Agency	Description	Status	Target Date
Payment of Parole and Restitution Cost	Alabama Board of Pardons and Parole	This application will allow parolees to pay restitution fines online	This project is still in the preliminary stage.	End of January 2003
Electronic Access to Motor Vehicle Records	Alabama Department of Public Safety	This application provides electronic access to certain motor vehicle records	This application is in the spec gathering stage	Application interface and connectivity are complete. Finishing final stages of development and testing. Planned release of November 15.
Address Change	Alabama Real Estate Commission	This application allows for the changing or updating of addresses and personal information.	This application is still in development.	TBD
Broker/Agent Certification	Alabama Real Estate Commission	This application allows for the certification and verification of licensed agents/brokers in the state.	This application is in the spec gathering stage.	December 2002
Refund Status for Individual Income Tax	Alabama Department of Revenue	This application allows for users to check the status of their individual income tax filings online, 24/7.	Waiting to review requested data before development can begin.	January/February

## IN PLANNING AND CONSIDERATION . . .

Application	Agency	Description	Status	Target Date
Renewal of License	Alabama Association of Bankers	This application allows for the renewal of licenses online.	Awaiting follow up.	TBD
Hunting and Fishing Licenses/POS	Alabama Department of Conservation and Natural Resources	This application allows users to select from available permits and purchase them on-line.	This project is currently still in the proposal stage. The agency is looking for a total turnkey solution.	TBD
Payment of Court Cost	Administrative Office of Courts	This application allows Courts to accept payments by county via Internet.	This project is still in the preliminary stage.	January 2003
Federal Mining97 Project	Alabama Department of Environmental Management	This application allows for the online submission of the pre-construction watershed application	Waiting to review requested data before development can begin.	January/February
Renewal of Builders Licenses	Alabama Home Builders Licensure Board	This application allows for the renewal of licenses online. Allows for the editing of address and personal information.	This project is currently tabled. The agency said they would make contact when ready to proceed.	TBD

**Note:** The agencies represented in “Planning and Consideration” are agencies that have committed wanting service provided by Alabama Interactive. Other agencies we have met with, but need internal follow up before continuing include: *Department of Education, Personnel Department, Alabama Real Estate Appraisers Board, Alcohol and Beverage Control Board, Board of Professional Engineers and Land Surveyors and State Banking Department.*

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## **SERVICE REQUEST**

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No new Service Request for November.

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## **MONTH IN REVIEW**

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Total <b>November</b> Transactions:	6,924
Average Successful Request Per Day:	231

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## **OPERATIONS & ADMINISTRATION**

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### **Alabama Interactive Personnel**

New hires:

Erin Linton-Wright and Satheesh Naidu have both relocated to Alabama and are busy with a variety of projects.

We have scheduled interviews for the administrative assistant position and will be interviewing for developers in December. We are very excited about getting some local talent in to complete our team.

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## **OTHER BUSINESS/IN CLOSING**

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We received a letter of apology from Bank of America and eStores for system failure on September 5, 2002. They assure us that system failure to that extent will not occur again. The letter is attached for your review.

November was a busy month for administrative tasks. We are excited about our new surroundings and the burgeoning team environment. December will present an opportunity for us to hire additional talent for the Alabama Interactive team and move additional services into production, closing out 2002 in the affirmative.

As always, please feel free to call on me with any questions or comments.

I can be reached at 334-265-6910, or email at [wmcinnis@alabamainteractive.org](mailto:wmcinnis@alabamainteractive.org)

Respectfully Submitted,

Winn McInnis  
enclosures